



# ANNUAL REPORT

2021



**FIRE**

**EMS**

**RESCUE**

**9-1-1**



# 2021 ANNUAL REPORT

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# 2021 ANNUAL REPORT



2021 was an incredible and challenging year for the men and women of the Billings Fire Department and 911 Communications Center. With the help of our City Council and the community, we procured funding from a \$7.1 million Public Safety Mill Levy to share between Fire, Police, Courts, and Public Health Services. \$1.5 million will aid the fire department with our ongoing and ever-changing demands.

With the new funding source, we can move forward to develop a program to help us meet the increased challenges of emergency medical services while becoming more efficient with our service delivery model. The 911 Center also moved to an enhanced system called Priority Dispatching. In conjunction with our EMS delivery model, our new dispatching system has enabled us to better allocate resources to more specific types of calls received by the 911 Center.

We made substantial improvements to the Fire Department Fleet with the addition of three new Pierce PUC Engines delivered in early December and one additional Quint on order. All BFD divisions improved from receiving upgraded equipment, technology, and procedures. None of these things are possible without the remarkable people of our organization and the collaborative effort between labor and management. The people of Billings can be proud and rest easy as we have a diverse and highly professional team in the BFD and 911 Center. In all, we live in an extraordinary community that expects and deserves the first-class service we deliver.

On behalf of the men and women of the BFD and the 911 Communications Center, I am delighted and privileged to present the 2021 Annual Report. Thank you for your support and as always, stay safe.

Respectfully,

Pepper Valdez  
*Fire Chief*



# 2021 ANNUAL REPORT



**We ARE...** The City of Billings organized the first Billings Fire Department in 1883. Billings Fire has 161 personnel, including firefighters, paramedics, EMTs, dispatchers, administrative staff, and fire prevention staff.

**WE PROUDLY SERVE...** All residents, businesses, and organizations within our response area including the Billings Urban Fire Service Area (BUFSA).

## MISSION STATEMENT

The Billings Fire Department is dedicated to utilizing the latest education, methods, and technology in providing outstanding emergency services.

## VISION STATEMENT

The Billings Fire Department aspires to be the finest provider of emergency services.



**Total Calls for Service**  
18,777



**EMS/Rescues**  
49.74%



**Fires/Service/Other**  
50.26%



**BFD and 9-1-1 Employees**  
161



**Apparatus & Vehicles**  
40



**Billings Population**  
110,000 people  
10,000 in our BUFSA



**Service Area ISO Rating**  
3/10



**Response Area — 90.16 sq miles**  
45.18 sq miles (city limits)  
44.98 sq miles (BUFSA)

## DEPARTMENT OVERVIEW

**ADMINISTRATION** — Department oversight by the Fire Chief, three Asst. Chiefs, Senior Admin Coordinator, and Administrative Support staff.

**OPERATIONS & EMS** — 110 line personnel of firefighters, EMTs, and paramedics, responding to diverse fire, rescue, hazardous materials, and medical emergencies.

**FIRE PREVENTION BUREAU** — Fire Marshal, Asst. Fire Marshal, three Deputy Fire Marshals, a temporary assignment from suppression, and administrative support staff are committed to education, fire and life safety code enforcement, fire investigations, and community risk reduction programs.

**MAINTENANCE** — The City of Billings Fleet Maintenance Department conduct all maintenance for Fire Department vehicles.

**TRAINING** — A Training Chief, an Assistant Training Chief, and a temporary assignment from suppression ensures personnel at all levels have the knowledge, skills, and abilities to respond to emergency calls.

**9-1-1 COMMUNICATIONS CENTER** — Dispatchers, Shift Supervisors, Asst. Manager, and Manager of the 911 center field calls from public to dispatch public safety agencies of Yellowstone County.



# 2021



**MATT HOPPEL**  
EXECUTIVE ASSISTANT CHIEF

**JASON BANFIELD**  
ASSISTANT CHIEF OF EMS

**KEVIN JOHNSON**  
ASSISTANT CHIEF OF OPERATIONS

CAPTAINS  
ENGINEERS  
FIREFIGHTERS

CAPTAINS  
ENGINEERS  
FIREFIGHTERS

CAPTAINS  
ENGINEERS  
FIREFIGHTERS

BATTALION  
CHIEF  
BATTALION A

BATTALION  
CHIEF  
BATTALION B

BATTALION  
CHIEF  
BATTALION C

SWING  
BATTALION  
CHIEF

TRAINING  
CHIEF

ASSISTANT  
TRAINING  
CHIEF

LOGISTICS  
OFFICER

RECRUITS

COMMUNICATIONS  
CENTER MANAGER

ASSISTANT  
COMMUNICATIONS  
CENTER MANAGER

SHIFT SUPERVISORS

911 DISPATCHERS

FIRE MARSHAL

ASSISTANT  
FIRE MARSHAL

DEPUTY FIRE  
MARSHALS

SENIOR  
ADMINISTRATIVE  
COORDINATOR

ADMINISTRATIVE  
SUPPORT II  
HEADQUARTERS

ADMINISTRATIVE  
SUPPORT II  
FIRE PREVENTION  
BUREAU/  
911 CENTER

# 2021 ANNUAL REPORT



## ADMINISTRATION

The Administrative Office is considered the business side of the Fire Department. The Fire Chief, Executive Assistant Chief, Assistant Chief of Operations, Assistant Chief of EMS, Senior Administrative Coordinator, and Administrative Support staff help maintain a budget overview, all internal and external correspondence, policy distribution, health and risk management, fleet management, facilities maintenance, and guidance for personnel matters. This division is also responsible for grants and procurement of new revenue resources and is directly accountable to the City Manager and Assistant City Manager.

## FIRE STATION DEFERRED MAINTENANCE PROGRAM

BFD made significant progress in 2021 on implementing the Fire Station Deferred Maintenance Program which was funded by a long overdue budget increase. This program includes all Fire Department infrastructure and station renovations and become more energy efficient. The City of Billings Facilities Services Department helps manage these projects which rely heavily on firefighter input to improve the functionality, appearance, and livability of the stations. We hope to continue using this cost-effective model to refurbish our fire stations on a more regular, consistent basis, to improve and maintain our facilities and assets in an effort to take care of our employees and, in turn, better serve our customers.

## STATION 4 REPAIR



Old asphalt shingle roof with EIFS Siding



New metal roof and cement board lap siding

## OFFICE OF PROFESSIONAL STANDARDS

The Office of Professional Standards (OPS) was created to responsibly address citizen and member commendations and complaints under the direct supervision of the Executive Assistant Chief. It is of the utmost importance that the Billings Fire Department maintains public trust and ensures the integrity of the department's membership.

The BFD and OPS works diligently to hold all members to a high standard of conduct and professionalism by providing a fair and consistent complaint process. It is also the responsibility of the BFD and OPS to recognize members who have gone above and beyond the call of duty by processing public and internal requests for commendations. In 2021, OPS developed a policy to expand the awards process to include citizens and civilian employees who demonstrate outstanding public services.



## FISCAL YEAR 2021 BUDGET

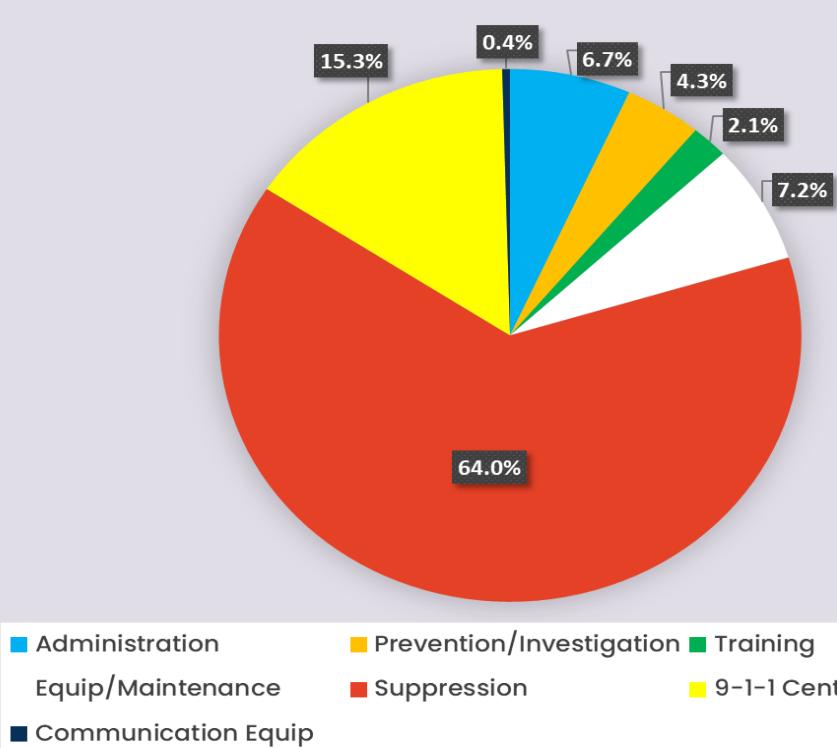
The administration's goal is to secure appropriate financial resources so that department personnel can provide the best public safety services to our community. Billings Fire's FY 2021 approved budget totaled \$21.3 million, representing an increased spending authority of 1.57% over FY 2020. Suppression costs, including wages, overtime, and fringe benefits, accounted for 64% of the expenditure of FY 2021. The remaining 36% contributes to fuel, equipment, maintenance, the Fire Prevention Bureau, training, and the 911 Call Center.

### Approved FY 2021 Operating Budget

Administration	\$1,430,959
Prevention/Investigation	\$911,924
Training	\$437,610
Equip/Maintenance	\$1,538,528
Suppression	\$13,629,012
9-1-1 Center	\$3,259,267
Communication Equip	\$96,138
<b>Fire's Total</b>	<b>\$21,303,438</b>

### Key Metrics

	<b>161</b>	Employees
	<b>8</b>	Facilities
	<b>110</b>	Firefighters
	<b>6</b>	Administrators
	<b>2</b>	Training Officers
	<b>37</b>	9-1-1 Staff
	<b>5</b>	Investigators
	<b>1</b>	Comms Specialist





# 2021 ANNUAL REPORT

## BILLINGS FIRE EMERGENCY RESPONSES

The National Fire Protection Association (NFPA) regularly updates the publication *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*, known as NFPA 1710. This national data model helps develop fire departments' planning, execution, and evaluation of fire and EMS services and response times.



Response times are developed by evaluating the initial time a call is received by 9-1-1 to the first and last arriving units of an incident. Engine company turn-out time and travel time equal response times, known as dispatch to arrival. The National Fire Incident Reporting System (NFIRS) classifies emergency incidents as fire, EMS, rescues, hazardous material, severe weather, or natural disasters. NFPA 1710 states that responses must meet a standard goal of a 90th percentile in time for fire, EMS, and total emergency responses. While the overall performance is essential to department evaluation, these standards do not reflect the entirety of emergent and non-emergent responses combined.

Using an average time is one of the accepted "normalized" standards in response time analysis. An average of such an extensive data set will contain skewed numbers with many outliers, inaccurately reflecting performance. Using a percentile measurement will demonstrate that most of the data set has met a particular performance level compared to the national standard. Of the 18,042 response calls, we deleted 5,188 that did not possess an emergency identification or an arrival time for evaluation.

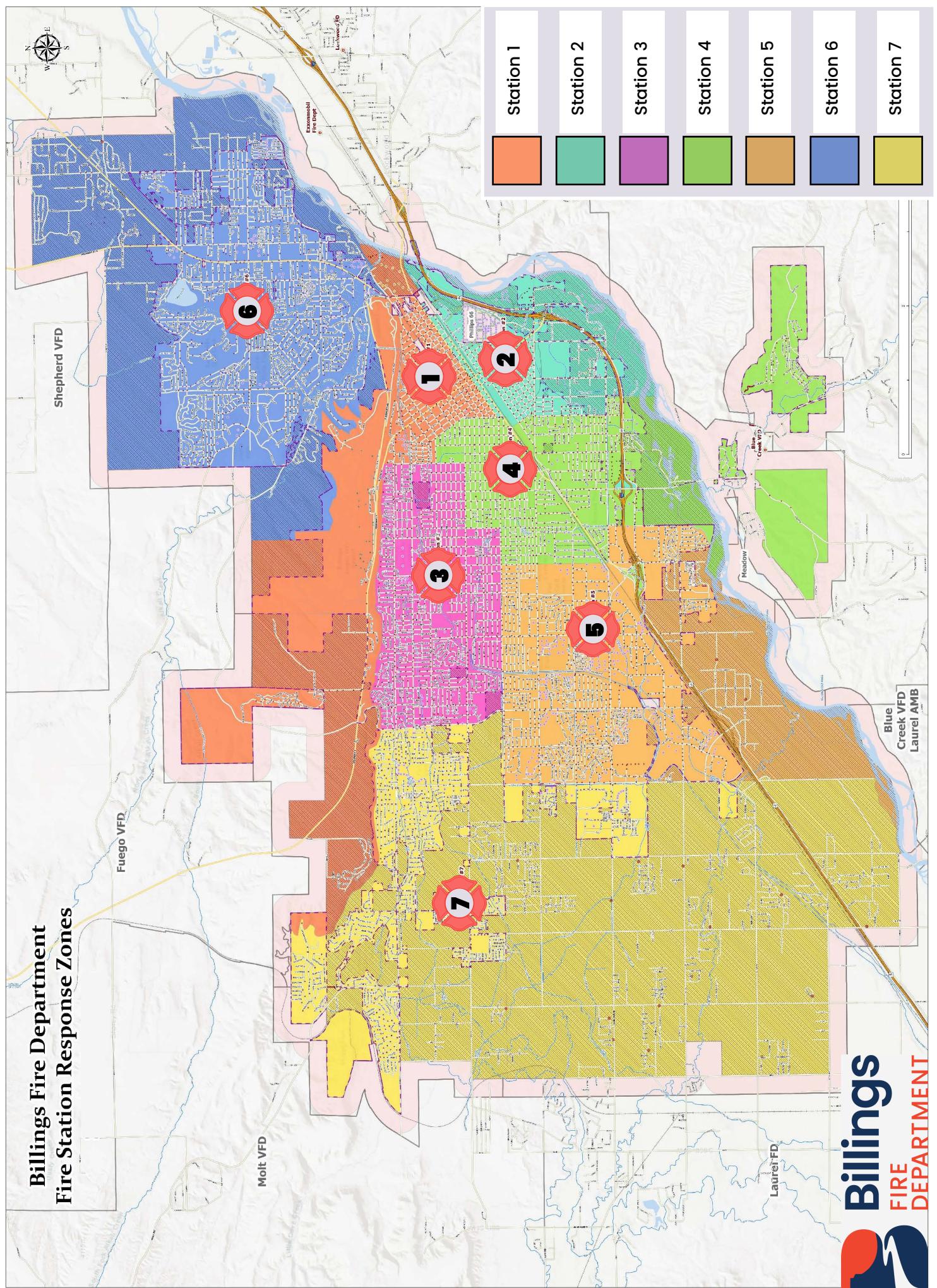


NFPA 1710 STANDARDS

BFD Overall Emergency Response Performance, 2021				
	Call Processing	Turnout Time	Travel Time	Total Response Time
Average	02:07	01:34	04:28	08:09
90th Percentile	02:35	02:37	07:45	12:41
Response Element	NFPA Recommendation			BFD Response Times
Call Processing (First Unit)	60 Seconds @ 90th Percentile for EMS			01:58
	80 Seconds @ 90th Percentile for Fire			01:11
Turnout Time (First Unit)	60 Seconds @ 90th Percentile for EMS			02:33
	80 Seconds @ 90th Percentile for Fire			02:15
Travel Time (First Unit)	4 minutes @ 90th Percentile for EMS			07:06
	4 minutes @ 90th Percentile for Fire			05:40
Travel Time-Full First Alarm (Fire Suppression Incident)	8 minutes @ 90th Percentile (5 apparatus total response time)			17:01

NFPA 1710, *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments* (National Fire Protection Association 2020)

## **Billings Fire Department Fire Station Response Zones**



# 2021 ANNUAL REPORT



The Billings Fire Department experienced a 66.8% increase in call volume since 2011. The rise in population, land utilization, and events held in Billings account for the greater demand on the department's services.

## RATE OF MULTIPLE CALLS IN 2021

CONCURRENT INCIDENTS	PERCENTAGE
Single Incident	40.87 %
2	33.21 %
3	16.35 %
4	6.25 %
5 or more	3.31 %

This page's graphs indicate Billings Fire Department's 2021 trends in total call volume, call volume in each fire station response area, and the percentage of calls per hour of the day. The "Rate of Multiple Calls" chart states that nearly 60% of calls occur with two or more at one time, illustrating the hard work of the men and women of the Fire Department.

## INCIDENT RESPONSES



18,777 Total Calls for Service



9,339 EMS/Rescue

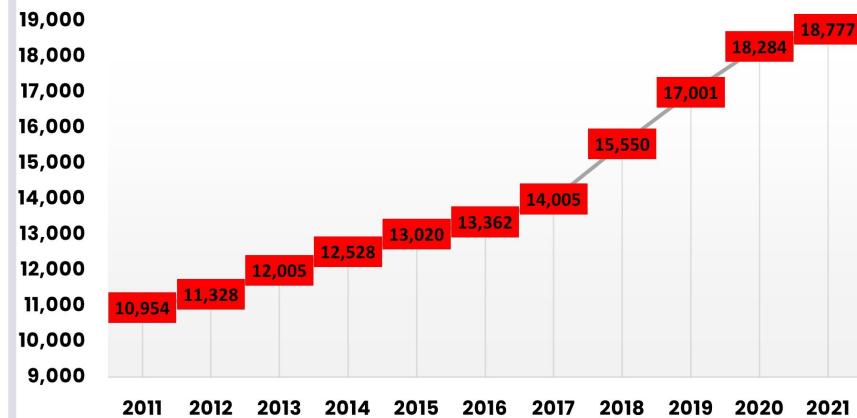


447 Fires



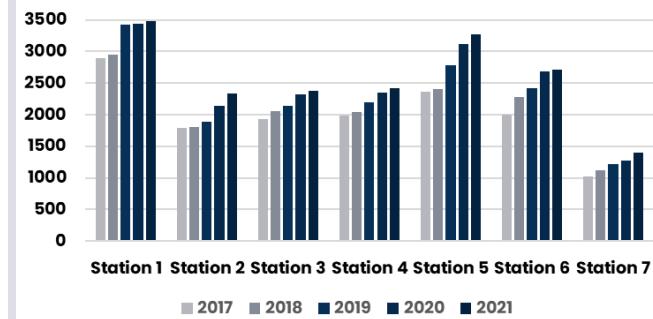
8991 All "Other" Service

## BFD Call Volume

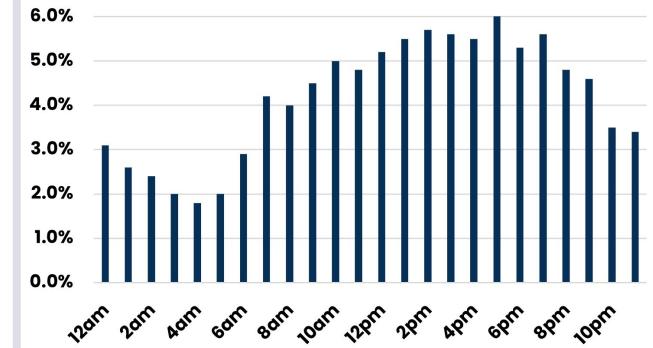


Billings Fire documents each call for service in an incident report held at the National Fire Incident Reporting System (NFIRS) standards. Through NFIRS, fire departments can assess local, state, and national level trends of fire service and resource use. Calls for service include fire, emergency medical, rescues, and good intent calls for the public. The Fire Prevention Bureau contributes to fire investigations, public education, smoke alarm installations, and business inspections.

## Call Volume in Station Areas



## BFD Service Demand by Time of Day



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## OPERATIONS

Aside from fighting fires, the Operations Division oversees the Training Division, Logistics, and specialized teams to handle all other emergencies. These teams include *Rescue*, *Hazardous Materials*, and *Air Teams*. The geographical locations of Billings challenge the technicians on every call, from the Yellowstone River to the Rimrocks. Operations also supports public education with fire engine drive-bys to comply with social distancing guidelines. The BFD's vehicles were dispatched and operated 23,154 times in 2021, compared to 22,122 in 2020.



### SUPPRESSION PERSONNEL

4 Battalion Chiefs  
30 Captains  
30 Engineers  
46 Firefighters

### RESCUE TEAM

32 Technicians

### AIR TEAM

9 Technicians

### HAZMAT TEAM

30 Technicians

## BILLINGS FIRE VEHICLES/EQUIPMENT

6 Engines + 3 Reserve  
1 Ladder Truck + 1 Reserve  
1 Quint (Ladder/Engine Combo)  
2 Water Tenders  
5 Wildland Trucks  
2 Water Rescue Crafts  
1 Rescue Truck + Response Trailer  
1 Haz-Mat Regional Response Unit  
1 Mobile Air Unit and Trailer  
1 Hose Van  
1 Shuttle Bus  
1 Fire Investigation Truck  
2 Battalion Chief Response Units  
12 Bureau and Staff Vehicles  
3 Unmanned Aircraft Systems



## OPERATIONS

# 2021 ANNUAL REPORT



## BILLINGS FIRE EMS

Billings Fire's Emergency Medical Services offer a large range of professional care, from Basic to Advanced Life Support, including medical care after rescues. With increased demands on EMS, firefighters often ride in ambulances to aid critical patient care. As medicine perpetually evolves, the men and women stay up-to-date with the latest trends in patient care, such as purchasing camera guided laryngoscopes in 2021, offering better intubation outside of a hospital. Billings Fire responded to 9,339 total EMS calls, a 8.9% increase from 2020.



9,339 Total EMS Calls



≈ 25.59 EMS Calls per Day



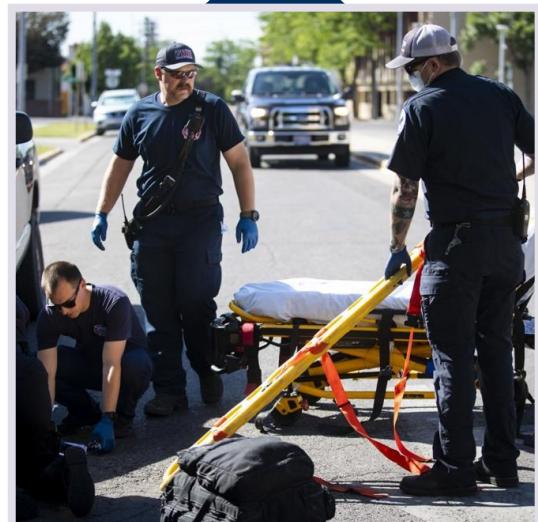
350 Firefighter Ride-Ins



1363 Interventions Done



471 Medications Given



## NOTABLE EVENTS

**Childbirth / Field Deliveries** — Three babies were delivered successfully prior to arrival to hospital by BFD firefighters and AMR

**CPR Saves** — Of the 58 reported CPRs performed at EMS incidents, five patients were discharged from hospital care with "good functional status," showing a 8.6% success rate, above the national average of 8.4%.

**Reading After Wreck** — Billings Fire made international news when a BFD firefighter read to a young child after a vehicle accident. The firefighter and child sat on a curb while the parents took care of the wreck. A photo of the heart-felt moment circulated news networks across United States and United Kingdom websites.

## Most Common Injuries/Illness

Sick Person	18.41%
Cardiac	16.29%
Falls	14.99%
Stroke/Seizure	13.27%
Breathing Problems	11.34%
Vehicle Accident Injury	8.54%
Trauma	9.46%
Other	7.71%

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## FIRE SUPPRESSION

All seven fire stations staff a minimum of three firefighters, trained to perform fire suppression. In 2021, Billings and its surrounding areas experienced a 13.2% increase in fire related incidents from 2020.

Structure fires happen on permanent constructed buildings, fences, detached garages, or storage sheds. Trash, grass, and other fires include any fire outside a structure or vehicle. Exposures include another object ignited or damaged because of an initial fire; an example is a vehicle fire setting a fence on fire, or a grass fire setting a structure on fire.



**447 Total Fires**



**133 Structure Fires**



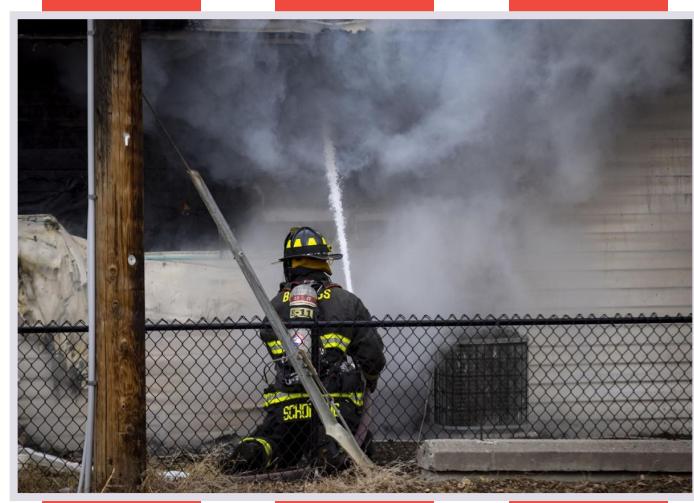
**201 Trash/Grass/Other Fires**



**75 Vehicle Fires**



**38 Exposure Fires**



## FALSE ALARMS

Per Department policy, when an alarm sounds in a building a fire engine will respond, even if there is no fire or hazard. False alarms may occur from equipment malfunction, response to non-hostile smoke from cooking, and malicious/mischiefous fire-alarm pull.

Types of False Alarm	Number of Alarms
Malicious, Mischievous	47
System Malfunction	249
Unintentional	688
<b>Total</b>	<b>984</b>



## WILDLAND FIREFIGHTING

During the dry, hot months of the year, BFD personnel who are qualified as wildland firefighters provide assistance to the Montana Department of Natural Resources Conservation (DNRC). Wildland fires consist of natural grass, forest, and open land fires with no water readily available for suppression. In 2021, BFD wildland firefighters fought over 35 wildland fires within Yellowstone, Carbon, Stillwater, Musselshell, and Big Horn Counties.



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## TECHNICAL RESCUE AND EXTRICATION TEAM

The Billings Fire Department Technical Rescue Team comprises of 32 rescue experts who perform advanced skills in technical rope rescue, swift water, ice rescue, watercraft rescue, vehicle extrication and stabilization, structural collapse, confined space, trench rescue, animal rescue, and heavy lifting (Air bag) techniques. Throughout 2021, the team continued to update equipment, training, and techniques to standard practices in the search and rescue fields.

### VEHICLES AND EQUIPMENT

**RESCUE 2** — A specially outfitted GMC 4500 carrying all ropes equipment and hauls rescue response trailer or water crafts trailer.

**Collapse Response Trailer** — An Enclosed utility trailer carrying all collapse and confined space rescue equipment. Houses power tools, hardware, and lumber to construct walls and struts for cave-in prevention during rescues.

**Water Rescue Crafts** — Two Sea-Doo water crafts with tow-in rescue boards to easily maneuver the Yellowstone River and Lake Elmo.

### NOTABLE EVENTS

**Western Sugar Cooperative Rescue** — A “sugar beet factory” employee became entrapped inside a sugar silo. The rescue required the team to utilize techniques based on high-angle rope rescue, confined space, industrial/grain silo rescue, and stabilization and shoring construction. Governor Greg Gianforte presented all responders with the Spirit of Montana Award for their teamwork and their service.

**Vehicles into Buildings** — Numerous incidents involved vehicles into buildings. Rescue Techs used advanced techniques for shoring and stabilization of the structures. Each call needed lumber and tools located from the Collapse Trailer and/or the Paratech Strut Air Bag System to stabilize structure parts.



78 Total Rescues



42 Extrications



25 Other Rescues



6 Water Rescues



5 High-Angle Rescues



# 2021 ANNUAL REPORT



## HAZARDOUS MATERIALS RESPONSE TEAM

The Billings Fire Department and its personnel are the largest hazardous materials response agency in eastern Montana. All members of suppression are trained at the hazmat operations level and 30 firefighters are designated as Hazmat Technicians or Specialists, qualified to respond to incidents ranging from tanker and rail car accidents to terrorism involving chemical, biological, or explosive agents. With three nearby refineries, an extensive railroad presence, and interstate highway crossroads, the presence of hazardous materials is a fact of life in Billings and Yellowstone County. When activated by Montana Disaster and Emergency Services (MT-DES), the BFD's Regional Hazmat Team may also be mobilized to support hazmat responses throughout the state.

### VEHICLES AND EQUIPMENT

**HAMMER 5** — A Freightliner truck outfitted to handle initial hazmat incidents and tow the hazmat response trailer.

**HazMat Response Trailer** — A three axle enclosed trailer housing a command center and hauls all monitoring, containing, and decontamination equipment for hazardous materials responses.



368 HazMat Calls



186 Utility/CO Calls



92 Gas Leaks



24 Chemical Spills



66 No Hazard Found

### NOTABLE EVENTS

**Rockvue Apartments** — The BFD HazMat Team responded to the Rockvue Apartments for a complaint of an airborne irritant coming from the 4th floor and elevator. The HazMat team monitored all levels of the apartment and determined the hazard to be non-toxic. Ventilation was conducted and residents were able to return safely to their dwellings.

**Montana Rail Link** — Three MRL rail cars derailed, initiating a hazardous materials response. The BFD and MRL HazMat teams were able to identify the rail car contents and established a plan if a leak were present. No rail car spilled chemicals and MRL crews re-railed the cars without incident.

**I-90 & Zoo Drive** — Semi-Truck transporting ammonium nitrate and fuel oil tipped over on the interstate. The BFD Hazmat Team secured the scene, identified hazardous products, notified a clean-up contractor, and ensured public safety.





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## SCBA AIR TEAM

The Air Team is made up of nine technicians that are Scott In-House Repair Certified. Each member is required to take a class and recertify every two years. Duties consist of making repairs to air packs, mask mounted regulators, self-contained breathing apparatus (SCBA) masks, cylinders, as well as filling air and O<sub>2</sub> Cylinders. The Air Team fits all Suppression and Fire Prevention Bureau personnel for SCBA masks, half masks, and N95 masks. During fit and flow tests, if any equipment is out of factory specifications, technicians make proper adjustments to bring them into compliance. The Air Team also provides fit testing for Billings Police and Yellowstone County Sheriff departments, and can provide mutual-aid to surrounding areas for any major incident.



On average, a tank of pressurized air will last a firefighter 20-30 minutes, depending on their breathing rate and how active they are during a fire. A firefighter may use 2-3 tanks during a fully involved fire.

## VEHICLES AND EQUIPMENT

**Mobile Air Unit & Trailer** — An outfitted van that carries extra air equipment, air cylinders, and tools to make repairs in the field. The van tows a portable air compressor that can be used in the field to fill cylinders. The trailer is equipped for supplied air for hazmat and rescue operations.

### **Equipment**

- 90 Air packs
- 155 Mask Mounted Regulators
- 6 Supplied Air Packs
- 6 Rapid Intervention Team Packs

## HIGHLIGHTS

**Cylinders Filled** — The Air Team filled over 1200 SCBA cylinders that were used during BFD operations.

### **Fit Tested**

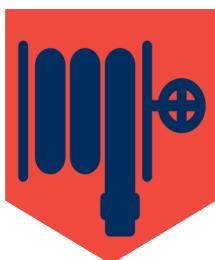
- 144 SCBA Masks
- 122 Half Masks
- 122 N95 Masks
- 5 Half masks for YCSO Deputies
- 7 Half masks for BPD Officers



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## BECOMING EXCEPTIONAL FIREFIGHTERS

### 2021 Training Highlights



After a twelve-week academy, the department welcomed nine new firefighters. The academy consists of taking each recruit through high-stress environments and its rigors, teaching the technical skills to be effective firefighters.

The BFD conducted Development Programs to aid firefighter career paths which provides qualified personnel to work in higher ranks. Seven Engineers attended Captain Development Program and six attended Engineer Development Program.



The BFD partnered with the Billings Flying Service to conduct department wide training on helicopter emergencies. The training consisted of walking through how to safely disable helicopters and aircrafts in the event of an accident or crash.



The BFD partnered with the Exxon Refinery Rescue Squad and conducted industrial rescue training, specific to entanglements in machinery. Exxon Rescue demonstrated at Station 2 life-saving approaches in common machinery at refineries.



## BILLINGS FIRE TRAINING DIVISION

The Training Division consists of two full-time employees, the Training Chief (TC), the Asst Training Chief/ Emergency Medical Services Coordinator (ATC/ EMS), and one temporary assignment from suppression filling the Logistics Officer position. The TC oversees the ATC/EMS and Logistics Officer, working together to accomplish training goals and fire department logistics management.

2021 was spent with focusing on reconnecting firefighters with all disciplines of the BFD. Billings Fire completed collectively **26,934 hours** of training, a 7% increase from 2020. Goals for 2022 included quarterly training and refresher programs specific to specialty teams, and further broken down for each engine crew.



TRAINING



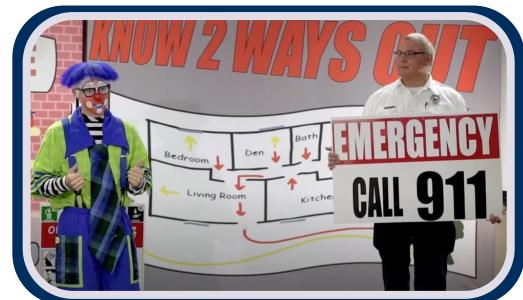
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## FIRE PREVENTION BUREAU

The Fire Prevention Bureau's mission is to prevent and control fires, reduce fire-related deaths and injuries, and promote community fire safety through enforcement, education, and investigation.

### FIRE ORIGIN AND CAUSE INVESTIGATIONS

Part of preventing fires is determining where and how they started by applying scientific methodology. Although not all fires require FPB involvement, incidents where investigations are needed continue to rise each year, with a 10.9% increase in fire investigations since 2020.



### BUSINESS INSPECTIONS

The FPB enforces locally adopted fire codes inside the Billings city limits through inspections of buildings and businesses, including educational, institutional, assembly, and business occupancies.

### PRE-APPLICATION MEETINGS

Prior to breaking ground, a developer will need to meet with the FPB to ensure they're doing so under certain parameters, such as fire department access and a water supply that will aid in protecting homes and businesses. The number of meetings nearly doubled from 2020.

### PLANS REVIEWED

The FPB conducts compliance reviews on plans for new and remodeled buildings and fire protection systems.

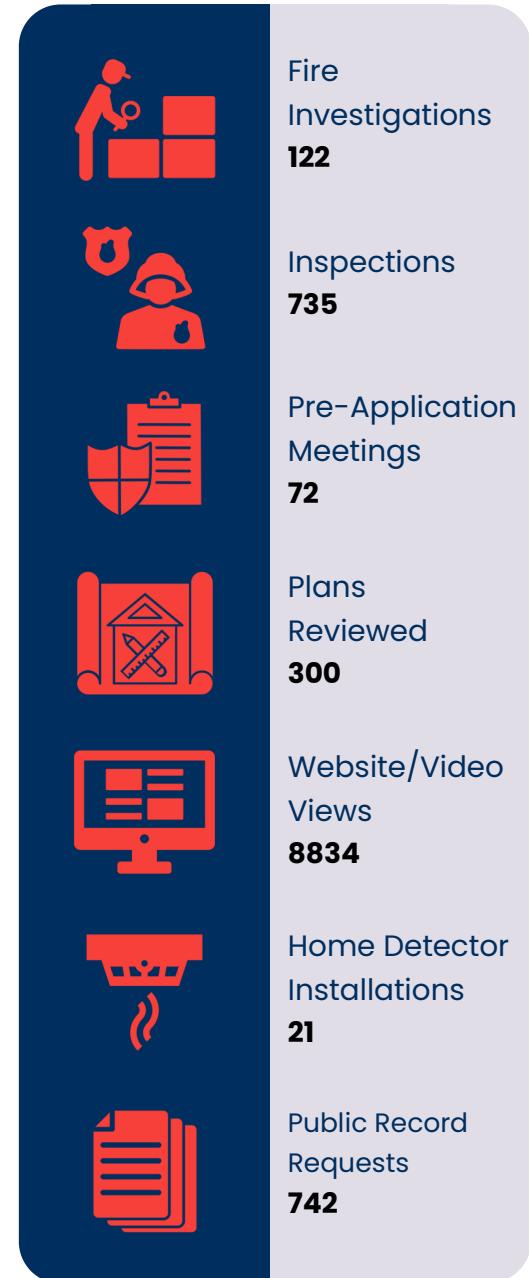
### PUBLIC SAFETY EDUCATION

Fire safety and education is particularly important in the FPB. COVID-19 precautions continued in 2021 and moving away from in-person presentations to year-round online features such as fire safety videos and interactive games. Videos and activities are available on the BFD's website.

The education program also provides free fire and carbon monoxide detectors in local residents' homes through a program with the American Red Cross.

### PUBLIC RECORDS REQUESTS

Requests for copies of reports and audio associated with incidents are fielded by the FPB/911 Administrative Support.



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## THE BILLINGS CITY / COUNTY COMMUNICATIONS CENTER

The Billings City / County Communications Center provides the critical link between the community and public safety resources, assisting an estimated 160,000 citizens, excluding the City of Laurel. Dispatchers handle calls for service to 26 different fire, EMS, and law enforcement organizations within the county. Thirty-one Dispatchers work in tandem with four Shift Supervisors to receive, coordinate, and process emergency and non-emergency radio/telephone traffic 24-hours a day. The 9-1-1 Manager and Assistant Manager provide operational support while overseeing the 800 mhz radio system.



The Communications Center implemented Priority Dispatching, a process for Dispatchers to process EMS calls intently, determining the caller's severity of illness or injury. Initial status is created to dispatch units based on acuity. Low acuity/non-life threatening receives a basic life support response; and high acuity/immediate danger to life receives a full advanced life support response.



Dispatchers created 161,034 calls for service to the public, a 2% increase from 2020. From the time a 9-1-1 call is answered to the first unit dispatched, 90% of all emergency calls were processed within 91 seconds.



The Communications Center dispatches municipal, county, state, and federal public safety resources within Yellowstone County. Units dispatched in 2021 totaled 136,056, an average of 15.53 units per hour.



Dialing 9-1-1 is nationally recognized to receive emergency help. Additionally, The Communications Center has a non-emergency line to alleviate the 9-1-1 phone lines. Dispatchers answered 302,344 emergent and non-emergent calls, occurring roughly every 90-100 seconds.



# 2021 ANNUAL REPORT

## 2021 PUBLIC SAFETY MILL LEVY

On November 2, 2021, with the help again from the community, Billings Public Safety procured funding from a \$7.1 million Public Safety Mill Levy to share between Fire, Police, Courts, and Public Health Services. \$1.5 million will aid the fire department. This is the second in 14 months, allowing sustainable, future growth.

The BFD expanded its staff by adding an Assistant Fire Chief of EMS to its roster. This position specializes in BFD's efforts to enhance its EMS capabilities.

## EQUIPMENT

The BFD purchased three new replacement fire apparatus to add to their fleet. The trucks were purchased with funds from the City Equipment Replacement Plan.

## LEADERSHIP TRAINING

BFD hosted special guest Michael Wallace to conduct command staff training. Wallace, a retired Fire Chief of east coast fire departments, facilitates chief and executive leadership programs, focusing on managerial processes in the fire industry.



## New Hires

Firefighter Aamold  
Firefighter Claassen  
Firefighter Hanscom  
Firefighter Kramer  
Firefighter Osterdyk  
Firefighter Ray  
Firefighter Scheidt  
Firefighter Walton  
Firefighter Welton

## 2021 Retirements

Bill Rash, Fire Chief - 7 yrs  
Mike Spini, Fire Marshal - 22 yrs  
Les Solheim, Captain - 36 yrs  
James Lynch, Captain - 25 yrs  
Jeff McCullough, Dep. Fire Marshal - 16 yrs

## Promotions

Assistant Chief Johnson  
Assistant Chief Banfield

Battalion Chief Bentz  
Battalion Chief Cotrell

Captain Ellis  
Captain Zimmerman  
Captain Schauer  
Captain Compton  
Captain Moore

Engineer Stampfer  
Engineer Hauf  
Engineer Gates  
Engineer Ferguson  
Engineer O'Donnell  
Engineer Aguirre

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## BFD STRATEGIC GOALS



### GROWTH

Continue to monitor and gather data for proper timing and placement of Fire Station #8 (Heights) and Fire Station #9 (West End).

Achieve having one paramedic on each engine and truck company 24/7, with implementation of Mobile Response Team program.

Continue the cooperative process for a new Emergency Operations Center.

Enhance the level of service by utilizing neighboring resources.



### STANDARDS

Continue to evaluate EMS service delivery to ensure best practices are being utilized.

Complete and maintain Policies and Procedures.

Maintain positive partnership between Labor and Management.

Continually reevaluate operational effectiveness of BFD resource deployment.

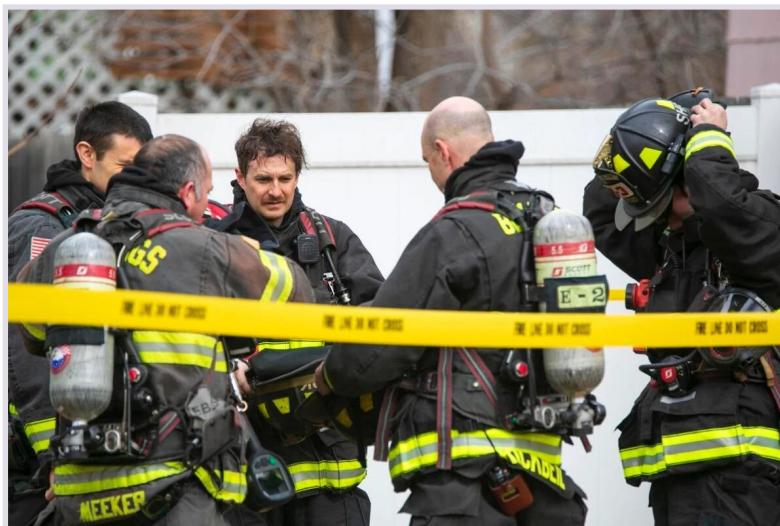


### DEVELOPMENT

Enhanced integration between Fire and 9-1-1.

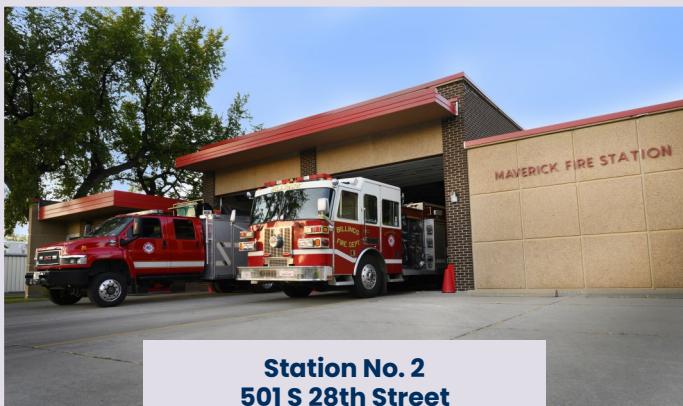
More emphasis on programs for firefighter and 9-1-1 dispatch mental health, developing and implementing a Behavioral Health Unit with community partnerships.

Provide more opportunities for professional development and succession planning.



**2022 FORECASTING**

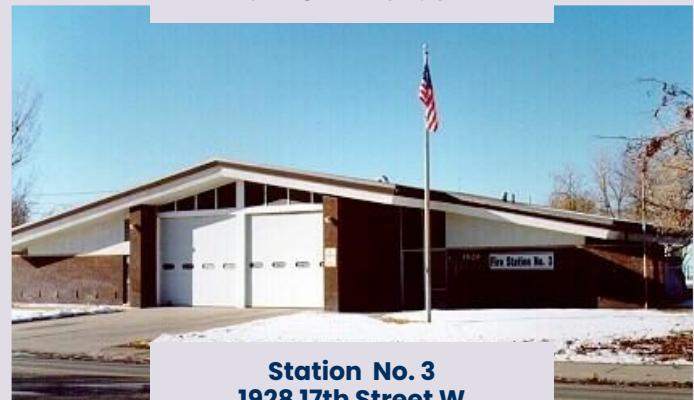
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**Station No. 2  
501 S 28th Street**



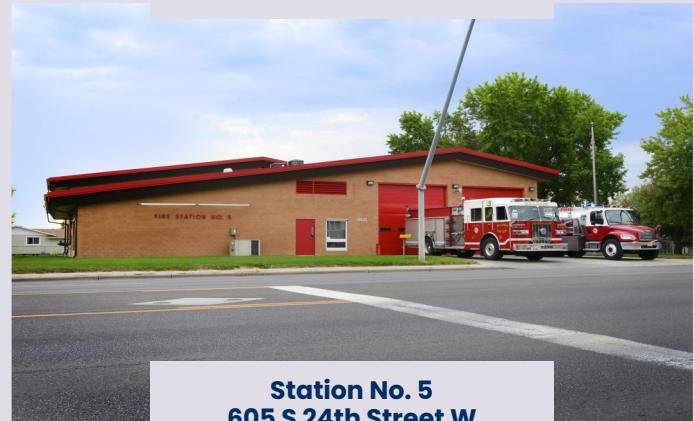
**Station No. 1  
2305 8th Avenue N**



**Station No. 3  
1928 17th Street W**



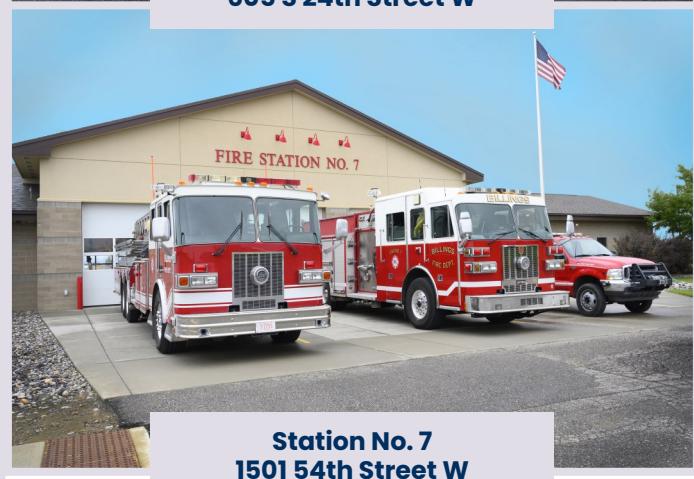
**Station No. 4  
475 6th Street W**



**Station No. 5  
605 S 24th Street W**



**Station No. 6  
1601 St Andrews Drive**



**Station No. 7  
1501 54th Street W**



**BFD Training Facility  
Billings Logan International**

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## **2021**